

Formal Complaints Process

In order to promote and encourage openness, accountability and transparency in relationships with children, youth, families and communities, the Nlha'7kapmx Child & Family Services Society will provide the opportunity for any individual to express their concerns about the services provided and be heard by an Independent Complaints Officer, with the authority to determine how and what services are delivered, in an atmosphere of fairness, equality and respect.

We as the agency adhere to the following principles:

- Individuals have a right to be heard, treated fairly, with dignity and respect.
- Individuals right to express concern about the agency's actions or lack of action or the employees.
- Individuals deserve a clear explanation, verbal or written, to their concerns.
- Individuals do not agree with the explanation, other options, will be provided.
- Individuals are encouraged to use advocates or seek legal advice during the complaint process if they desire.

Process:

- Individuals can lodge a Formal Complaint by calling or attending the agency in person, or a written letter sent via email to complaints@n7xservices.com.
- All Formal Complaints will be forward to and reviewed by the Independent Complaints Officer and Individuals will be notified that their concerns have been received, dated and recorded.
- The Independent Complaints Officer will investigate the complaint and interview the concerned parties, including staff of the agency and complainant to find a resolution that is satisfactory and fair to all parties.
- All Formal Complaints will be handled within a three (3) week period.